

July 2000

INSPECTOR GENERAL PAMPHLET 4525.8

**INSPECTOR GENERAL, DEPARTMENT OF DEFENSE
MAIL SERVICES: A DESKSIDE REFERENCE**

FOREWORD

This Pamphlet is provided to help the Office of the Inspector General, Department of Defense (OIG, DoD), and tenant activity personnel use official mail services efficiently and economically.

Summarized in the Pamphlet are such topics as addressing, enclosures, envelopes, interoffice mail, U.S. Mail classifications, specialized delivery services and other information basic to the receipt and dispatch of official mail.

Excluded are postage rates, fees and regulations. The primary sources for such information are IGDM 4525.8, *Mail Management Program* manual, and the OIG Official Mail Manager (OMM) at (703) 604-9782.

We anticipate that the Pamphlet will prove to be a useful deskside reference. Should you have a question regarding official mail, its receipt or dispatch, you may contact the Mail Service Center (MSC) staff at (703) 604-9783.

//Signed//
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Director
Office of Administration
and Information Management

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**INSPECTOR GENERAL, DEPARTMENT OF DEFENSE
MAIL SERVICES: A DESKSIDE REFERENCE**

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CHAPTER 1. MAIL SERVICE CENTER – GENERAL

1.1. Purpose. This Pamphlet sets forth cost-effective procedures and guidelines for the receipt and dispatch of OIG, DoD and tenant activities official mail. The objective of the guidelines is to control the OIG official mail costs through proper and cost-effective use of the United States Postal Service (USPS), overnight shipping companies (Federal Express (FedEx), United Parcel Service (UPS), etc.) and courier services operating within the National Capital Region (NCR).

1.2. Cancellation. This Pamphlet supersedes IGDPH 4525.8, *Mail Services: A Deskside Reference*, dated January 31, 1994.

1.3. Applicability. This Pamphlet applies to all personnel of the OIG organization and tenant activities serviced by the OIG MSC.

1.4. Hours of Operation. The MSC is located in Room 422, 400 Army Navy Drive, Arlington, VA 22202-2885. Hours of operation are from 8:00 a.m. to 4:30 p.m., Monday through Friday.

1.5. Staff and Responsibilities. The MSC staff is assigned specific tasks to better serve OIG, DoD, requirements. The tasks are rotated to ensure the entire MSC staff is proficient in all areas of mail operations.

1.6. Equipment. The equipment used in the MSC consists of a computerized USPS postage metering machine, an electronic scale, a FedEx computer system and a mail center vehicle. This equipment is used to process official mail only.

1-7. Schedules

a. In-house mail distribution services include pickup and delivery at 1111 Jefferson Davis Highway, established locations in the Pentagon and delivery of outgoing controlled mail to the local USPS. Contact the MSC supervisor for a current listing of MSC courier delivery/pickup points (Figure 1-1).

b. Outbound mail includes regular mail and Registered and Certified Mail handled by the USPS. Also included are overnight shipments through FedEx and UPS. Outbound mail received before 2:30 p.m. is processed for same-day pickup by the USPS, FedEx or UPS at 3:00 p.m. Mail received after 2:30 p.m. will be processed for pickup the following day (Figure 1-1).

1.8. Point of Contact. Direct any questions concerning official mail to the MSC at (703) 604-9782 or DSN 664-9782.

DESTINATIONS	DEPARTURE / ARRIVAL TIME									
	A.M.					P.M.				
	8:30	9:00	9:45	10:30	11:30	1:00	1:45	2:30	3:00	3:30
Internal Distribution (400 Army Navy Drive)	Components pick up and deliver their own mail.									
Pentagon		X				X				
1111 Jefferson Davis Highway, Crystal City: Mid-Atlantic Field Office (Investigations), Auditing (Finance & Accounting Directorate (AUD-FA)), Auditing (Contract Management Directorate (AUD-CM))			X				X			
Defense Logistics Agency Courier Pick-up				X						
Naval IG Courier Pick-up (Wednesdays Only)				X						
Incoming Mail from the Local Post Office					X					
(Cutoff) Outgoing Certified and Registered Mail							X			
(Cutoff) Outgoing UPS and Overnight Shipments							X			
Dispatch of Outgoing Mail to the Local Post Office								X		
Dispatch of Outgoing Shipments to UPS								X		
Dispatch of Outgoing Overnight Shipments								X		
Dispatch of Controlled Mail to Local Post Office								X		
Special Courier Deliveries or Pick-ups	For immediate delivery to locations in the NCR - Contact MSC Supervisor.									

Figure 1-1. Mail Arrival/Departure Schedule

CHAPTER 2. INTEROFFICE MAIL

2.1. General. Interoffice mail consists of loose and/or enveloped memorandums, reprints, publications and miscellaneous correspondence for delivery to the addressee. A Standard Form (SF) 65, "U.S. Government Messenger Envelope" (commonly referred to as a "Holey Joe"), shall be used for local interoffice mail. To provide proper delivery, internal mail requires a full name and an address or exact location (office symbol and room number). For mail addressed to offices in the Pentagon, enter the words "THE PENTAGON" after the room number. **DO NOT include Washington DC as part of the address on interoffice mail.**

2.2. Addressing

a. **Non-controlled Correspondence.** Single-sheet (non-controlled) correspondence for offices at 400 Army Navy Drive need not be placed in a "Holey Joe." Simply address the top right of the front page, indicating the full name, office symbol and room number of the recipient.

b. **Plain Envelopes.** When addressing in-house mail encased in white envelopes, the one-line format is most preferred. For example, Mr. Tom Thumb, AFU, Room 539; or Major Jim Thorpe, SAF/ACR, Room 4C228, The Pentagon. The two line format may be used if needed. **DO NOT** enter a city, state and zip code line. Avoid three or more lines since such mail can be mistaken for U.S. mail and erroneously posted and deposited at the local post office.

c. **U.S. Government Messenger Envelopes.** An SF 65 is an envelope used repeatedly for in-house or internal mailings. The addressee always appears as the last entry. Make sure that all previous addressees have been marked out to ensure proper handling and direction to the intended recipient. **DO NOT address between previous markings.** A "Holey Joe" will not be forwarded through the USPS. Use the "Holey Joe" to envelope mail addressed to any location to which the MSC staff "hand carries" mail going to any organization that has courier service to the OIG MSC; and mail that is being consolidated by the MSC staff to a field activity or "pouch" service destination. For a list of locations served on a daily basis, see Figure 1-1 or contact the MSC supervisor.

d. **Internal Parcels.** Addressing parcels and packages for internal distribution is as important as envelope mail and is treated with the same diligence, i.e., use full name and exact location or office symbol and room number.

e. **Change of Address.** When relocating internally, notify the OIG, DoD, locator point of contact within your organizational component or, if a tenant unit, the MSC as soon as the new office symbol and room number are known. Diligence in that regard should preclude delayed service or misdirection of your official mail. Be sure to inform any correspondents with which you conduct Government business of your new address.

2.3. Enclosures

a. **Sensitive Correspondence.** Sensitive (unclassified) correspondence is inserted in a plain envelope. This ensures against misdirection, mishandling or loss due to previous markings or lack of proper privacy. To protect sensitive information, use two envelopes. Mark the inner envelope "Personal & Confidential" or "To Be Opened By Addressee Only." Be aware that such indications on the envelope may highlight the value of its contents to the curious. Tape is not a deterrent to opening the envelope.

b. **Multiple-Page Items.** Multiple-page memorandums, letters, magazines, books, reprints, etc., should be inserted in interoffice envelopes to facilitate handling and prevent single-page correspondence or small pieces of mail from becoming trapped between the pages of multiple-page items.

c. **Non-mailable Items.** Items such as metal pieces, glass parts, product samples, chemicals, etc., cannot be mailed in envelopes. They require special packaging before mailing or shipping. The MSC staff will assist you in determining the most appropriate handling method.

2.4. Envelopes

a. **Appropriate Size and Fit.** Select the correct size and strength of envelope for the documents mailed. The size should easily accommodate all contents. If the envelope is too large, the inserts could slide about, creating an imbalance that may result in ripping and subsequent loss of the contents. A snug fit keeps the enclosure firm in the envelope and provides for effective mail handling.

b. **Overstuffed Envelopes.** When an envelope is overstuffed, it can burst at the seams on impact with other mail. The result can be loss of the contents.

c. **Strength.** The envelope should be strong enough to withstand the weight of its contents. If there is stress at the seams or sharp edges, the envelope may burst or tear apart, resulting in loss of the contents.

2.5. Mail Delivery / Pickup Schedules. The personnel from the Eads Street Post Office pick up and deliver USPS mail once daily. The current mail schedule is shown in Figure 1-1. The time may vary depending on the work load at the Eads Street Post Office.

2.6. Inter-OIG Mail. Mail to OIG field activities is consolidated and dispatched daily by the MSC staff. Correspondence for a field activity should be placed in an interoffice envelope (“Holey Joe”), marked with the field activity name and delivered to the MSC for processing.

2.7. Distribution Schedules. IG Form 4000.50-1, “IG Distribution Schedule” (Figure 2-1), is available through the Records, Publications and Distribution Branch (RPDB), OA&IM located on the fourth floor of 400 Army Navy Drive or on the FormFlow Filler package via your computer. The schedule is used to distribute material to any OIG, DoD office worldwide and contains space for other addressees. For instructions on how to use the form, contact the MSC supervisor or the RPDB.

IG DISTRIBUTION SCHEDULE					OIG Component	Date			
Description (Item to be distributed, i.e., form #, publication #, title, etc.)					Point-of-Contact (Name)	Telephone #			
DISTRIBUTION				IG Components	DISTRIBUTION				IG Components
A	B	C	D		A	B	C	D	
				OFFICE OF THE INSPECTOR GENERAL					INVESTIGATIONS
				Special Assistant					Deputy AIG for Investigations
				Executive Assistant					INV Operations Directorate
				Deputy Inspector General					INV Support Directorate
				Office of Congressional Liaison					Program Review Directorate
				Director Departmental Inquiries					Defense Hotline Division
				Special Inquiries Directorate					Deputy AIG Criminal Investigative Policy & Oversight
				Program Integrity Directorate					
				Director Intelligence Review					
									OFFICE OF GENERAL COUNSEL
				ADMIN & INFORMATION MANAGEMENT					
				Equal Employment Opportunity Office					
				Financial Management Directorate					NORTHEAST FIELD OFFICE (INV)
				Information Systems Directorate					Pittsburgh POD
				Personnel & Security Directorate					New York RA
				Admin & Logistics Services Directorate					Syracuse RA
				Logistics Services Division					New Jersey RA
				Administrative Services Division					Boston RA
				Freedom of Information Act Office					Hartford RA
				Editor					
									MID ATLANTIC FIELD OFFICE (INV)
									Baltimore POD
				AUDITING					European POD
				Deputy AIG for Auditing					Richmond POD
				Contract Management Audit Directorate					Norfolk RA
				Acquisition Management Audit Directorate					
				NSA Field Office (Ft Meade)					
				Finance & Accounting Directorate					
				Denver Audit Office					SOUTHEAST FIELD OFFICE (INV)
				Columbus Audit Office					Chapel Hill RA
				Indianapolis Audit Office					Nashville POD
				Cleveland Audit Office					Orlando RA
				Readiness & Logistics Support Directorate					Ft Lauderdale POD
				Norfolk Audit Office					Jacksonville POD
				Philadelphia Audit Office					New Orleans RA
				Audit Followup & Technical Support Directorate					Pensacola POD
				Deputy AIG for Audit Policy & Oversight					
									Total Copies This Side

Figure 2-1. IG Form 4000.50-1, IG Distribution Schedule (Front)

Description (Item to be distributed, i.e., form #, publication #, title, etc.)					Point-of-Contact (Name)		Telephone #				
DISTRIBUTION				IG Components		DISTRIBUTION				IG Components	
A	B	C	D			A	B	C	D		
				SOUTHWEST FIELD OFFICE (INV)					FEDERAL LAW ENFORCEMENT TRNG CTR		
				Tulsa POD							
				Houston RA							
				San Antonio POD							
				Phoenix RA							
				Tucson POD		Special Distribution					
				Salt Lake City RA							
				Denver RA		Copies		Addressee			
				Albuquerque POD							
				CENTRAL FIELD OFFICE (INV)							
				Kansas City RA							
				Minneapolis POD							
				Sioux Falls POD							
				Wichita POD							
				Cleveland RA							
				Columbus RA							
				Chicago POD							
				Indianapolis POD							
				Milwaukee POD							
				Dayton RA							
						Grand Total of Copies to be Distributed					
						INSTRUCTIONS					
						Distribution "A" - IG, DIG, Assistant Inspectors General and Directors					
						Distribution "B" - IG, DIG, Assistant Inspectors General, Directors, Deputy Assistant Inspectors General, Directorate and Field Offices.					
						Distribution "C" - IG, DIG, Assistant Inspectors General, Directors, Deputy Assistant Inspectors General, Directors, Divisions, Field Offices and Resident Agencies.					
						Distribution "D" - All OIG employees and special distribution. When used for special distribution, a list of addressees and the quantity to each must accompany this schedule.					
						REMARKS:					
Distribution completed by (Initials)						Date Completed					

IG FORM 4000.50-1, (REVERSE)

Figure 2-1. IG Form 4000.50-1, IG Distribution Schedule (Reverse)

CHAPTER 3. UNITED STATES POSTAL SERVICE MAIL

3.1. Addressing

a. **Specific Format.** All mail must have a delivery and return address. The following information is required in the sequence and position indicated for addressing:

(1) Sample Address Format:

<i>Attention Line:</i>	NORFOLK AUDIT OFFICE
<i>Optional Line:</i>	PARKWAY CENTRE 1
<i>Name of Activity Line:</i>	DOD AIG FOR AUDITING
<i>Delivery Address Line:</i>	521 BUTLER FARM ROAD SUITE 206
<i>Last Line:</i>	HAMPTON VA 23666-1564

(a) *Attention Line.* This line contains the name of the office or person that is to receive the item. “Commander” may be used only when the name of the appropriate office is unknown. Use the office name rather than the office symbol. This improves official mail center sortation. (When known, the action officer’s name may be placed in parentheses at the end of this line.)

(b) *Optional Line.* This line may be used when the “Name of Activity Line” and the “Attention Line” do not adequately identify the addressee.

(c) *Name of Activity Line.* This line shall consist of the name of the activity to whom the mail is addressed. The name shall either be spelled out or abbreviated the same way as it was given to the USPS for the *National Directory*.

(d) *Delivery Address Line.* This line shall consist of either a street address or Post Office box number. Street addresses shall be assigned and used even though a DoD activity (versus USPS) may deliver the mail to the addressee. A street address consists of the street name and number, such as 400 Army Navy Drive. The word “SUITE” shall be used to designate locations within a building. See Figure 3-1 for commonly used street address designators. Eventually the sortation and delivery of all mail, including internal mail, will be based on the “Delivery Address Line” and the “Last Line.” *NOTE: Activities using a Post Office box number may also desire to include a street address as part of their official address. This is called “Dual Addresses” (see paragraph (f) below). When both are shown, the Post Office box number shall be the “Delivery Address Line,” and the street address shall be the next line above it.*

(e) *Last Line.* All activities shall use the city and state address specified by the USPS for their physical location. Only those DoD activities physically located in the District of Columbia, the Pentagon or Dulles International Airport shall use a Washington DC address. Contact the local USPS account representative, as necessary, for assistance in changing addresses or obtaining the correct city and state address.

(f) *Dual Addresses.* When an activity has both a street address and a P.O. Box address, and both appear in the address, the address is called a “Dual Address.” The USPS delivers to whichever address appears in the “Delivery Address Line.” If both appear in the “Delivery Address Line” the mail will be delivered to the P.O. Box.

Allev	ALY	Forge	FRG	Pike	PIKE
Annex	ANX	Fork	FRK	Pines	PNES
Arcade	ARC	Forks	FRKS	Place	PL
Avenue	AVE	Fort	FT	Plain	PLN
Bayou	BYU	Freeway	FWY	Plains	PLNS
Beach	BCH	Gardens	GDNS	Plaza	PLZ
Bend	BND	Gateway	GTWY	Point	PT
Bluff	BLF	Glen	GLN	Port	PRT
Bottom	BTM	Green	GRN	Prairie	PR
Boulevard	BLVD	Grove	GRV	Radial	RADL
Branch	BR	Harbor	HBR	Ranch	RNCH
Bridge	BRG	Haven	HVN	Rapids	RPDS
Brook	BRK	Heights	HTS	Rest	RST
Burg	BG	Highway	HWY	Ridge	RDG
Bypass	BYP	Hill	HL	River	RIV
Camp	CP	Hills	HLS	Road	RD
Canyon	CYN	Hollow	HOLW	Row	ROW
Cape	CPE	Inlet	INLT	Run	RUN
Causeway	CSWY	Island	IS	Shoal	SHL
Center	CTR	Islands	ISS	Shoals	SHLS
Circle	CIR	Isle	ISLE	Shore	SHR
Cliffs	CLFS	Junction	JCT	Shores	SHRS
Club	CLB	Knolls	KNLS	Spring	SPG
Corner	COR	Lake	LK	Springs	SPGS
Corners	CORS	Lakes	LKS	Spur	SPUR
Course	CRSE	Landing	LNDG	Square	SQ
Court	CT	Lane	LN	Station	STA
Courts	CTS	Light	LGT	Stream	STRM
Cove	CV	Loaf	LF	Street	ST
Creek	CRK	Locks	LCKS	Summit	SMT
Crescent	CRES	Lodge	LDG	Terrace	TER
Crossing	XING	Loop	LOOP	Trace	TRCE
Dale	DL	Mall	MALL	Track	TRAK
Dam	DM	Manor	MNR	Trail	TRL
Divide	DV	Meadows	MDWS	Trailer	TRLR
Drive	DR	Mill	ML	Tunnel	TUNL
Estates	EST	Mills	MLS	Turnpike	TPKE
Expressway	EXPY	Mission	MSN	Union	UN
Extension	EXT	Mount	MT	Valley	VLY
Fall	FALL	Mountain	MTN	Viaduct	VIA
Falls	FLS	Neck	NCK	View	VW
Ferry	FRY	Orchard	ORCH	Village	VLG
Field	FLD	Oval	OVAL	Ville	VL
Fields	FLDS	Park	PARK	Vista	VIS
Flat	FLT	Parkway	PKY	Walk	WALK
Ford	FRD	Pass	PASS	Way	WAY
Forest	FRST	Path	PATH	Wells	WLS

Figure 3-1. Abbreviations for Street Designators (Street Suffixes)

(2) Capitalize everything in the address, use common abbreviations (Figure 3-1), eliminate all punctuation, use 2-letter state abbreviations (Figure 3-2) and use Zip + 4 Codes.

b. *Location of Delivery Address Line.* Make sure the place where mail is to be delivered appears on the line immediately above the “Last Line.”

c. **International Addresses.** Do not abbreviate international addresses. Use the complete spelling of a foreign city, province or country, with the full name of the country spelled out, *in English*, all capital letters, on the last line.

d. Address Placement

(1) Envelopes. The address on the face of an envelope should conform to USPS specifications (Figure 3-3).

(2) Labels. Labels for use on parcels, packages or large envelopes must be addressed according to the format in Figure 3-3. The address must be complete (to include the office symbol of the sending office in the return address area). Improperly prepared labels will be returned to the mailer for correction and/or completion. Registered mail envelopes that will fit in a typewriter must have the address typed on the envelope, not on a label.

3.2. Enclosures

a. **Correspondence.** Mail of any kind for transport by the USPS must be enclosed in an appropriate envelope or parcel and sealed. The types of enclosures determine the mailing classification.

b. Nonmailables

(1) Many substances or items are nonmailable. For example, paper clips, metal pieces, glass chips or sand will not only jam or damage mailing machines but can also cause serious injury to mail handlers. Good judgment should prevail. All such items sent through official mail are subject to return to sender.

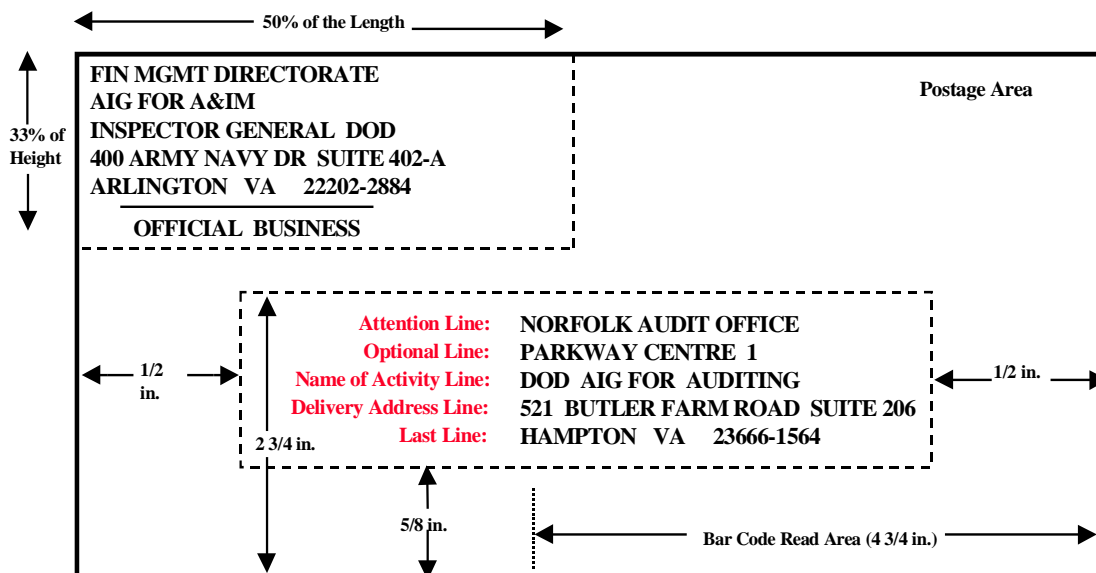
(2) Envelopes and cards that do not meet the minimum dimensions for automated processing by the USPS will be returned to sender (see paragraph 3.3. below).

(3) Window envelopes are designed so that, when folded properly, the address appears in the window. The contents *must not be stapled* to the envelope to prevent slippage of the address from window view. If the addressed contents does not properly fit the window, use an envelope without a window. *Window envelopes not conforming to guidelines will be returned to the sender.*

c. **Foreign Restrictions.** Foreign countries also impose various restrictions. If in doubt, call the MSC staff at (703) 604-9783 regarding restrictions on international mail.

Alabama	AL	Missouri	MO	Alberta	AB
Alaska	AK	Montana	MT	British Columbia	BC
Arizona	AZ	Nebraska	NE	Labrador	LB
Arkansas	AR	Nevada	NV	Manitoba	MB
American Samoa	AS	New Hampshire	NH	New Brunswick	NB
California	CA	New Jersey	NJ	Newfoundland	NF
Colorado	CO	New Mexico	NM	Northwest Territories	NT
Connecticut	CT	New York	NY	Nova Scotia	NS
Delaware	DE	North Carolina	NC	Ontario	ON
District of Columbia	DC	North Dakota	ND	Prince Edward Island	PE
Federal State of		No. Mariana Islands	MP	Quebec	PQ
Micronesia	FM	Ohio	OH	Saskatchewan	SK
Florida	FL	Oklahoma	OK	Yukon Territory	YT
Georgia	GA	Oregon	Or		
Guam	GU	Palau	PW		
Hawaii	HI	Pennsylvania	PA		
Idaho	ID	Puerto Rico	PR		
Illinois	IL	Rhode Island	RI		
Indiana	IN	South Carolina	SC		
Iowa	IA	South Dakota	SD		
Kansas	KS	Tennessee	TN		
Kentucky	KY	Texas	TX		
Louisiana	LA	Utah	UT		
Maine	ME	Vermont	VT		
Marshall Islands	MH	Virginia	VA		
Maryland	MD	Virgin Islands	VI		
Massachusetts	MA	Washington	WA		
Michigan	MI	West Virginia	WV		
Minnesota	MN	Wisconsin	WI		
Mississippi	MS	Wyoming	WY		
				DIRECTIONAL ABBREVIATIONS	
				North	N
				East	E
				South	S
				West	W
				Northeast	NE
				Southeast	SE
				Southwest	SW
				Northwest	NW
<p><i>NOTE: For certain computerized addressing needs, the National five-Digit ZIP Code & Post Office Directory contains two additional tables of official USPS abbreviations: (1) an Extended Suffix Table, containing suffix forms that appear in some address files, and the corresponding USPS suffixes as coded in the ZIP + 4 National Directory File; and (2) abbreviations for postal names that cannot be reduced to 15 positions using standard abbreviations.</i></p>					

Figure 3-2. Two-Letter State and Possession Abbreviations



- a. Type or machine print all address information.
- b. Ensure address characters do not touch or overlap.
- c. Black ink on a white background is best.
- d. Use standard two-letter state abbreviations.
- e. Ensure that the second to last line is the delivery address (reference letter format above).
- f. Put the City, State and Zip + 4 Code in that order on the last line. If there is not enough room, you can put the Zip + 4 Code alone, at the left margin, on the bottom line.
- g. Limit address to five lines.
- h. Each line is limited to 47 characters (including spaces).

- i. Make sure print is clear and sharp.
- j. Use upper-case letters.
- k. Omit all punctuation.
- l. Maintain a uniform left margin.
- m. Include room number and apartment number as SUITE.
- n. When using window envelopes, make sure the insert moves.
- o. Leave one or two spaces between words and between state abbreviation and Zip + 4 Code if possible.
- p. Always include your office in the return address.

NOTES:

1. **Return Address Area.** Enter the complete return address (including office, room number and Zip + 4 Code).
2. **Address Area.** The complete address should be located within the white area (no return address information). Non-addressable printing or markings should appear as high on the mail piece and as far away from the address as possible.
3. **Bar Code Read Area.** Please make sure that this area remains clear of all printing. It is reserved for the bar code that will be printed by the Optical Character Reader (OCR).

Figure 3-3. Addressing Format

3.3. Envelopes

a. **Types.** The size of the envelope should properly fit the contents. For USPS use, letter-size and “flats” are basically the two categories of envelopes:

(1) **Letter-Size.** Letter-size mail must be rectangular in shape for automated processing by the USPS. To ensure prompt and efficient processing of First-Class Mail, all envelopes and cards should:

- (a) be sealed or secured on all four edges to facilitate handling by machines; and
- (b) meet the following dimensions for automated processing by the USPS:

	MINIMUM	MAXIMUM
Height	3-1/2 inches	6-1/8 inches
Length	5 inches	10-1/2 inches
Thickness *	.007 inches (Post Card)	3/16 inch **
<p>* Firmly compressed.</p> <p>** Card stock should not exceed .0095 inches. Maximum thickness for automated processing is 1/4 inch.</p> <p><u>NOTE: Correspondence of five pages or less should be placed in letter-size envelopes. The cost is much less than “flats,” and letter mail is much easier to handle.</u></p>		

(2) **Flats.** Flats are envelopes larger than the maximum letter-size, but not larger than 15 inches in length by 12 inches in height.

(a) Plain white or manila envelopes can be used for all classes of mail. They must, however, be endorsed by the MSC staff or the Mail Control Officer to show the proper class of mail.

(b) Padded (Jiffy Bag) envelopes contain a cushioned lining to provide a degree of safety for mailing small and fragile merchandise. The envelopes are available in the OIG Supply Room. ***NOTE: Using a padded envelope is much more expensive than a regular or flat envelope, and jiffy bags cannot be used for Registered Mail.***

(c) Priority Mail envelopes should be used for First-Class Mail weighing over 13 ounces (requiring expedited delivery). The envelopes are red, white and blue and available from the MSC or the USPS at no cost. You also may use manila envelopes for Priority Mail. However, they must be endorsed “PRIORITY” by the MSC staff.

b. **International Envelopes.** Mail for delivery to foreign countries should be placed in the appropriate size envelope with the words **“INTERNATIONAL MAIL”** (written or typed) in the lower left-hand corner of the envelope.

c. **Strength.** The envelop must be strong enough to protect and retain the contents. Using oversized envelopes or overstuffed envelopes can damage or cause loss of the contents.

3.4. Mail Service Request Form

a. An IG Form 4525.8-2, "Mail Service Request" (Figure 3-4), is available from the RPDB (hard copy), the FormFlow Filler package on the computer, or from the MSC staff and is required for all expedite mailings of a specialized nature. The form is completed by the mailer, signed by the Division Chief and accompanies the mailing to the MSC.

b. The following mail services require an IG Form 4525.8-2:

- (1) Mail and/or packages for Overnight Delivery.
- (2) Deliveries through UPS.
- (3) All special "hand carried" material to/from offices in the NCR including the Pentagon. (Mail for offices in the Pentagon that are normal scheduled stops on a MSC Delivery Schedule does not require a form.)

3.5. Mail Classifications and Standards. The cost of mailing varies with each classification.

a. **Oversize/Underweight Mail.** First-Class and International letter class mail weighing 1 ounce or less is nonstandard if it exceeds any of the following size limits:

- (1) 11-1/2 inches in length;
- (2) 6-1/8 inches in height;
- (3) 1/4 inch in thickness; or
- (4) its aspect ratio (length divided by height) does not fall between 1 to 1.3 and 1 to 2.5 inches inclusive.

b. **Additional Charges.** There is an additional charge on each piece of mail that is found to be nonstandard. In addition, each piece of nonstandard mail is nonmailable through the USPS and subject to return if it is less than:

- (1) 3-1/2 inches in height;
- (2) 5 inches in length; or
- (3) .007 inch in thickness (thickness of a post card).

c. **First-Class Mail.** Any mailable material may be mailed as First-Class Mail. The following materials are classified as First-Class Mail and must carry postage at First-Class or Priority Mail rates.

- (1) Material wholly or partially handwritten or typewritten (including identical copies prepared by an automatic typewriter), originals or carbons, invoices (except when accompanying the matter to which they relate), postal cards and post cards.
- (2) Material sealed/closed against inspection.
- (3) Bills and statements of account, regardless of the method of preparation or quantity of identical pieces mailed.

MAIL SERVICE REQUEST (Please type or print all necessary information)				
SECTION I - Requestor Information				
1. REQUESTER'S NAME	2. DATE	3. OFFICE	4. ROOM NUMBER	5. TELEPHONE
6. TYPE OF CONTENTS (CIRCLE ONE) <div style="display: flex; justify-content: space-around; margin-top: 5px;"> Time Cards Subpoena Personnel Data Training Materials Publications Computer </div> Other (Explain):				
7. VALUE OF CONTENTS <div style="text-align: center; font-size: 1.5em;">\$</div>	8. TYPE OF SERVICE (CIRCLE ONE) <div style="display: flex; justify-content: space-around; margin-top: 5px;"> Overnight Delivery (FedEx) United Parcel Service (UPS) Hand Carry (Courier) </div>			
SECTION II - Hand Carry (Check one and Enter Information)			SECTION III - Shipment Information (Entered by Mail Clerk)	
<input type="checkbox"/> DELIVER TO:			<input type="checkbox"/> PICK UP FROM:	
9. NAME			15. OVERNIGHT / UPS NUMBER ISSUED 16. COST OF SERVICE <div style="text-align: center; font-size: 1.5em;">\$</div>	
10. OFFICE SYMBOL / ROOM NUMBER				
11. LOCATION / ADDRESS				
12. TELEPHONE NUMBER			17. SIGNATURE OF MAIL CLERK	
13. DATE DELIVERED / PICKED UP			18. COMMENTS	
14. SIGNATURE				
SECTION IV -Justification				
19. _____ _____ _____ _____ _____ _____				
20. DIVISION CHIEF'S SIGNATURE			21. TELEPHONE NUMBER	

Figure 3-4. IG Form 4525.8-2, Mail Service Request

- (4) Any Business Reply Mail (see Chapter 6).
 - (5) Blank printed forms filled out in writing, including canceled or non-canceled checks.
 - (6) The product of a computer may or may not be First-Class matter, depending on the content. Contact the MSC supervisor for additional information.
- d. **Priority Mail.** Priority Mail is First-Class Mail weighing more than 13 ounces. Use it when 2- or 3-day service is desired. The maximum weight is 70 pounds, and the maximum size is 108 inches in length and girth combined (Figure 3-5).

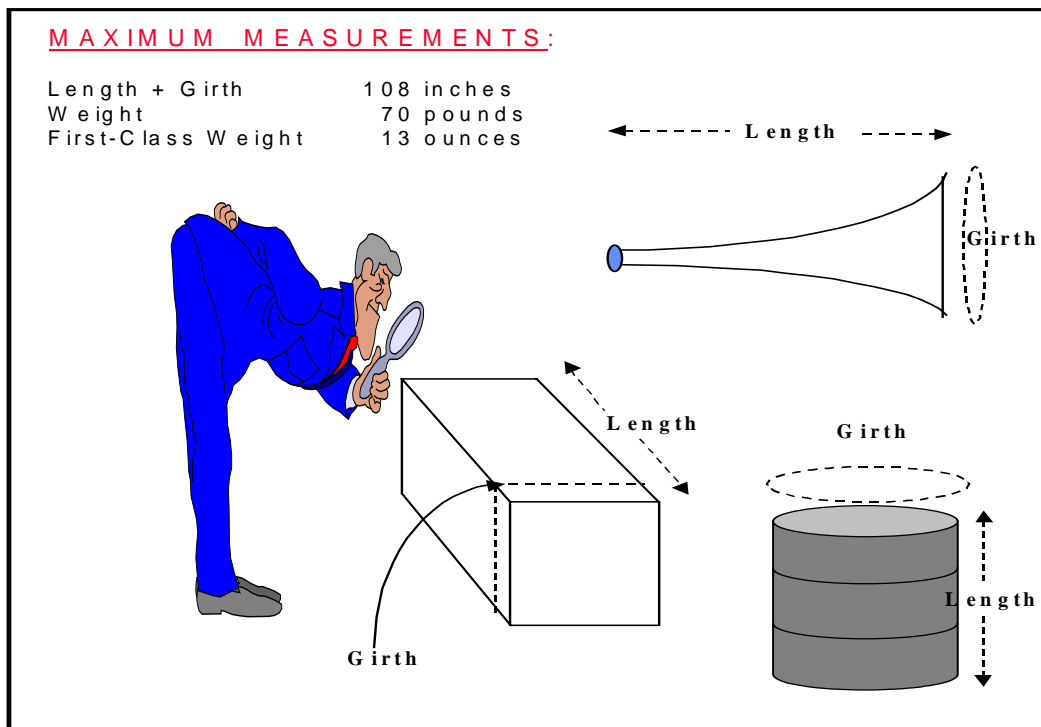


Figure 3-5. Measurement Samples

- e. **Domestic Mail Classification Selection Table.** The “Domestic Mail Classification Selection Table” (Table 3-1) shall be used as a guide in selecting the correct mail class. The Domestic Mail Manual (DMM) and the International Mail Manual (IMM) provide specific guidance for types of items that may be mailed under each class of mail.

Table 3-1. Domestic Mail Classification Selection

RULE	A <i>If matter is</i>	B <i>And is mailed</i>	C Then it
1	Letter mail and other First-Class matter weighing 13 ounces or less	Within CONUS; to, from or between Military Post Offices,	shall be sent First-Class or Express Mail (see Note 1).
2	Letter mail and other First-Class matter, consolidated mailings or Joint Uniform Military Pay Systems (JUMPS) pouches weighing over 13 ounces		shall be sent Priority or Express Mail (See Note 1).
3	High priority logistics shipments, such as not mission capable supply (NMCS) and anticipated not mission capable supply (ANMCS)		may be sent Priority, or First-Class or Express Mail.
4	DoD transportation Priority 1 shipments		may be sent Priority or First-Class (See Note 2).
5	DoD transportation Priority 2 and 3 shipments		shall be sent Standard Mail or Standard Mail MOM (see Note 3).
6	Non-MILSTRIP parcels (for example, unaccompanied baggage, reference documents or equipment for inspection or assistance teams, etc.)	Within CONUS and speed is needed to meet Required Delivery Date,	may be sent First-Class if 13 ounces or less; Priority, if over 13 ounces (see Note 2).
7	Non-MILSTRIP parcels	To, from or between MPOs and speed is needed to meet RDD,	may be sent First-Class, Priority, Standard Mail MOM
8	All other Non-MILSTRIP matter not covered by rules 6 and 7 above	Within CONUS; to, from or between MPOs,	shall be sent Standard Mail.
9	Bulk distribution of classified, accountable, critical to flying or marine safety; communications systems publications; immediate action regulations or directives or emergency publications or forms requisitions (see Notes 4 and 5)	Within CONUS,	may be sent First-Class or Priority (see Note 5).

Table 3-1. Domestic Mail Classification Selection (Continued)

RULE	A <i>If matter is</i>	B <i>And is mailed</i>	C <i>Then it</i>
10	Bulk distribution of publications (including regulations, manuals, directives and instructions) and blank forms not covered in Rule 11	within CONUS; to, from or between MPOs,	shall be sent freight, Standard Mail, Standard Mail Bulk Rate, or Special Standard Mail.
11	Bulk distribution of classified, accountable, critical to flying or marine safety and communications systems publications	to, from or between MPOs	may be sent First-Class or Priority (see note 5).
12	Bulk distribution of immediate action regulations or directives or emergency publications or form requisitions		may be sent First-Class, Priority, or Standard Mail MOM.
13	Bulk distribution of periodicals and newspapers	within CONUS; to, from or between MPOs,	shall be sent Periodicals, Standard Mail, or Special Standard Mail (see Note 6).
14	Single copies of periodicals described in Rule 13 and sent directly to individuals or organizations		shall be sent Requester Publications Rate or Standard Mail Bulk Rate.
NOTES: <i>1. These items are covered by the Private Express Statutes.</i> <i>2. Regardless of service paid, USPS generally moves mail by surface to addressees within 200 miles of point of origin. Standard Mail postage with “Special Handling” may be less expensive than First-Class or Priority Mail and provides preferential handling to the extent practical in dispatch and transportation. See DMM, Section “S”.</i> <i>3. Military Ordinary Mail (MOM) service is available only on mail addressed to or sent from a Military Post Office.</i> <i>4. Other publications or blank forms shall not be included as filler.</i> <i>5. Material shall be prepared for mailing in accordance with DoD Regulation 5200.1R (reference r) and appropriate DoD and OIG, DoD directives.</i> <i>6. Heads of DoD Components may approve exceptions to use MOM on shipments from the Continental United States (CONUS) to overseas active duty target audience addresses after determining the material is time sensitive and faster delivery is needed to support an internal information program. First-Class and Priority Mail shall not be used.</i>			

f. **Special Services.** Special services include Certified, Registered and Insured Mail, Return Receipt, Certificate of Mailing and Express Mail.

(1) *Certified Mail.* Certified mail provides the sender with a mailing receipt, and a record of delivery is maintained at the recipient's post office. A return receipt to provide the sender with proof of delivery can be obtained for an additional fee. Certified mail service is available only for First-Class Mail. No insurance coverage is provided. A numbered label and completed receipt must be affixed to the mail piece.

(2) *Registered Mail.* Registered Mail is a system designed to provide added protection for valuable and classified material. By incorporating a system of receipts to monitor registered articles from the point of acceptance to delivery, Registered Mail is the established, most secure mail the USPS offers. Return receipt service is also available for an additional fee.

(3) *Return Receipt.* A Return Receipt is proof of delivery to the recipient. It is available for insured mail and on Certified, Registered and Domestic Express Mail shipments. The return receipt identifies the article number, who signed for it and the date it was delivered.

(4) *Certificate of Mailing.* A Certificate of Mailing is used to prove that a letter or package was actually mailed. If proof of mailing is required, this is the most economical service to use.

(5) *Express Mail.* Express Mail is the most costly service offered by the USPS. USPS Express Mail and FedEx are the only services authorized for shipping SECRET material overnight. The OIG, DoD, will use the most cost-effective carrier to accomplish its mission within time, security and accountability constraints. For additional information, see Chapter 4.

g. **International Mail**

(1) Most items are mailable to foreign countries. However, there are certain restrictions. It is, therefore, very important that mailers contact the MSC supervisor to determine the proper classification and documentation that may be required for Customs declarations.

(2) If Customs regulations are not followed and documentation is not exact, the item will be impounded by Customs until the addressee makes arrangements for clearance and the payment of duties required for the release of the item.

CHAPTER 4. ALTERNATE DELIVERY SERVICES

4.1. Courier/Messenger Service

- a. The MSC provides a courier service to locations in the NCR. Requests for courier service are to be made **only when there is a real need for immediate delivery**. Outgoing material must be delivered to the MSC accompanied by an IG Form 4525.8-2 (Figure 3-4) for each item.
- b. Customers are expected to provide a label for each outgoing piece requiring immediate delivery, showing the complete and correct street address for delivery by the courier. The address must include the recipient's name, room number and telephone number.
- c. To request a pick up, the OIG component should present an IG Form 4525.8-2 to the MSC supervisor at the time of the request. Again, requests for courier service are to be made **only when there is a real need for immediate pick up**. The MSC supervisor will make arrangements to pick up the item and will notify the OIG component when the item is received in the MSC. The OIG component will be required to sign for the item.

4-2 Overnight Delivery Services

a. Overnight delivery services are high-premium delivery services, and requests for their use must be limited to situations where overnight delivery is imperative. Material for special overnight delivery services are processed through the MSC. When a package or parcel is to be sent as overnight delivery, it must be delivered to the MSC, accompanied by a completed special mailing label and an IG Form 4525.8-2 for each piece requiring overnight shipping. (See the MSC supervisor for the correct forms and preparation instructions.)

b. If the material is intended for UPS delivery, an address label citing the correct recipient and destination must accompany each package or item. **A post office box or MPO number can not be used in the address for any package or parcel transported via an overnight delivery service.**

c. Overnight delivery services are available for the delivery of a wide range of items, such as:

Documents	Samples
Correspondence	Travel documents
Printed matter	Blueprints

d. The MSC staff will provide instructions on how to prepare official mail matter for dispatch via an overnight delivery service. Mailers will be advised of the procedures to follow for the most cost-effective and efficient use of the service, as well as the name of the courier company and the approximate time of pick up and delivery.

e. A completed IG Form 4525.8-2 (Figure 3-4), must accompany each item dispatched via any overnight delivery or special "hand carry" service.

f. USPS Express Mail and FedEx are the only overnight delivery services authorized to carry SECRET material. Contact the MSC supervisor for correct preparation procedures.

CHAPTER 5. SHUTTLE SERVICES

5.1. Mail Shuttle Service. The OIG, DoD, mail van provides daily shuttle service for mail between specified locations in close proximity to 400 Army Navy Drive. Mail destined for the locations shown below is processed as interoffice mail. To forward interoffice mail and correspondence, customers should encase the material in an SF 65 ("Holey Joe") and deliver it to the MSC, Room 422, 400 Army Navy Drive. Contact the MSC supervisor for a current listing of MSC courier delivery/pickup points.

5.2 Shuttle Schedules. The following are the MSC shuttle schedules.

PENTAGON SHUTTLE SCHEDULE

Room	Destination
2B928	Defense Post Office
5A878	Pentagon Telecommunications Center
3A948	OSD Mail Service Center
4A948	OSD Military Personnel Office
NOTES: 1. Deliveries and pickups are accomplished at 9:00 a.m. and 1:00 p.m. Monday through Friday. 2. The rooms and destinations could change at any time. Check with the MSC supervisor for an update. 3. Special "Hand Carried" material for these destinations must be delivered, by the originating office, to the MSC not later than 15 minutes before the departure time.	

**CRYSTAL CITY, CRYSTAL GATEWAY NORTH
SHUTTLE SCHEDULE**

Building	Room	Destination
Crystal Gateway North	712	MidAtlantic Field Office (Investigations)
Crystal Gateway North	114	Auditing (Finance and Accounting Directorate (FA))
Crystal Gateway North	200	Auditing (Contract Management Directorate (CM))
<p>NOTES:</p> <p>1. Deliveries and pickups are accomplished at 1:00 p.m. Monday through Friday.</p> <p>2. The rooms and destinations could change at any time. Check with the MSC supervisor for an update.</p> <p>3. Special “Hand Carried” material for these destinations must be delivered, by the originating office, to the MSC not later than 15 minutes before the departure time.</p>		

**LOCAL AREA SPECIAL “HAND CARRIES”
SHUTTLE SCHEDULE**

Local deliveries are made in the NCR on request from the office requiring the delivery service. The request must be made through the MSC supervisor. An IG Form 4525.8-2 must be filled out for each Special “Hand Carry.”

The MSC supervisor will contact a courier service to pickup or deliver items of great urgency. If an item can be delivered by mail or picked up on a regular courier delivery schedule and still meet the required delivery date (RDD) and time, a Special “Hand Carry” will not be made.

**U.S. POST OFFICE
SHUTTLE SCHEDULE**

USPS personnel pick up outgoing official mail at 2:30 p.m. Monday through Friday.

Outgoing CERTIFIED & REGISTERED mail is delivered to the local post office at 1:00 p.m. Monday through Friday.

5.3. In-House Pick Ups. All components at 400 Army Navy Drive, Arlington, VA, pickup their incoming mail from the MSC, Room 422. They also deliver their outgoing mail to the MSC. The MSC staff does not deliver or pickup mail to or from individual offices at 400 Army Navy Drive.

CHAPTER 6. MISCELLANEOUS

6.1. Personal Mail

a. The OIG, DoD, employee shall not receive personal mail or send outgoing personal mail through official mail channels. **Mail bearing an attention line or the addressee's name (with a job title) is considered to be official** and shall be delivered. The three following exceptions apply.

(1) All mail bearing an **official Federal Government return address** shall be delivered.

(2) **Employees may receive personal mail through the MSC only during the first 120 days** after they join the organization. This is to allow time to establish a local residence address.

(3) Discretion will be used in applying this policy to individuals who regularly deal with those outside the DoD. It is common practice outside of the DoD to address official business matters to an individual by name and the address may or may not include the job title or attention line.

b. Several Post Office drop boxes are located on the lobby level, behind the elevators, at 400 Army Navy Drive, for posting outgoing personal mail. **No official Government-paid postage will be affixed to any outgoing personal mail.** Personal mail must be posted at the sender's expense. The closest post office is the Eads Street Station, located approximately three blocks south on Eads Street.

6.2. Reply Mail

a. **Business Reply Mail (BRM).** The BRM service enables permit holders to enclose First-Class "return reply requested" envelopes or cards in outgoing official mail. The permit holder then guarantees payment of the appropriate First-Class postage, plus a handling charge per piece on each return reply.

b. **Restrictions.** BRM can not be sent to a foreign country.

c. **Preparation Requirements.** The USPS has strict preparation requirements for BRM. Contact the MSC supervisor for the proper format before printing or reprinting BRM envelopes or cards.

d. **Meter Reply Mail (MRM).** MRM is the most cost-efficient method for the OIG, DoD, since there is no service charge; however, postage is paid through the MSC. For information on MRM, contact the MSC supervisor.

6.3. Mailing Lists. Mailing lists are a compilation of numerous addressees to whom material is mailed on a continual basis. The originator of the mailing list is responsible for generating, maintaining and updating the list. Update addresses in mailing lists as changes become known, and at least annually remove addresses no longer needing the material to minimize delivery delays and avoid undeliverable mail that wastes postage and printing costs. **The MSC staff does not maintain or update mailing lists.**

6.4. Consolidated Mail "Pouch" Services. The Defense Post Office has consolidated mail "pouch" services for mail processed through the Pentagon official mail system. "Pouch" mail does not require postage. **By using "Pouch" services, the OIG, DoD, could greatly reduce its mailing costs and speed delivery.** "Pouch" mail is picked up daily and goes directly to specific locations, avoiding delays at mail sorting centers. Contact the MSC supervisor for details and destinations of "Pouch" service.

6.5. Procedural and Schedule Changes. Changes in mailing procedures or schedules will be made available through E-mail messages and published in “*The Grapevine*” – an OIG newsletter prepared by the Administration and Logistics Services Directorate, Office of Administration and Information Management, on a monthly basis. Changes (such as a Holiday Operation Schedule) may also be disseminated through the distribution of flyers to all OIG, DoD, components and tenant activities, as necessary.